

ABBY GELLES KNOTT MBA

561-740-9387 (office) 561-706-5016 (cell)

[abby@knottknows.info](mailto:abby@knottknows.info)

<http://www.knottknows.info>

## **Summary**

Senior writer, trainer and web designer experienced in complex, multi-platform environments. Able to interpret code in any software language. Products include end-user help systems, training materials, developer API manuals, audited procedures, animated tutorials, and complete web sites.

## **TOOLS AND LANGUAGES**

**Web Tools:** HTML5, CSS3, JavaScript, JQuery, PHP, WordPress, SEO best practices

**Authoring:** FrameMaker, FrameMaker+XML, MS Word, RoboHelp

**Structure:** XML/XLST, SGML, DTD

**Databases:** SQL Server, Informix, Oracle, MySQL

**Microsoft:** MS Office 360, Visio, SharePoint

**Graphics/CAD:** Photoshop, Illustrator, InDesign, Paint Shop Pro, Painter, AutoCAD; Snagit

**Training:** Captivate

**Languages:** Java, C++, SQL

## **MEMBERSHIPS AND HONORS**

- Member, Society of Technical Communications
- Member, American Mensa, Scholarship Essay Evaluator
- Award for initiating XML structured documentation at Informix Technical Publications
- Society of Microcomputers and Microprogramming Journal cover photo and lead article
- Visiting scholar, Carnegie-Mellon University Robotics Institute

## **PROFESSIONAL EXPERIENCE**

KNOTTKNOWS.INFO, Boynton Beach, FL

**Current**

### **Principal**

We provide web design, application documentation and computer-skills training.

Career skills training available at no charge for Recovering Adults and Seniors desiring employment.

LOUIS BERGER, Miami, FL

**Apr 2017 – July 2017**

### **Contracting Technical Writer**

- Workforce System end-user instructions
- Workforce System SQL reference for developers

ATKINS NORTH AMERICA (formerly PBS&J), Doral, FL

**Jan 2007 – Feb 2013**

### **Senior Technical Writer**

- Author, IT business requirements (BRD) and functional specifications (FRS), SDLC plans, online help, API references
- IT Procedure documents tested by Sarbanes-Oxley auditors
- Designer, Visio Network diagrams, flow charts, use case scenarios
- Administrator, SharePoint team site

PEACE CORPS INTERNATIONAL TECHNOLOGY SUPPORT, Washington, DC **Mar 2006 – Sept 2006**

### **Documentation Consultant**

6 month contract

- IT Publications style guide
- Editor, overseas station IT operation manual
- Creator, documentation repository

AMERIJET INTERNATIONAL, Ft. Lauderdale, FL

**Mar 2002 – Sept 2005**

### **Information Technology Writer and Trainer**

- Trainer, Air and Ocean cargo-management software applications
- Designer and administrator, Corporate Intranet
- Author, Corporate Disaster Recovery Plan and test procedure
- Author, end-user software guides

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NEOVISION HYPERSYSTEMS, NY, NY **Jan 2001 – Sept 2001**  
**Senior Technical Writer**

- Creator, equity dashboard online help
- Author, equity-analytics help
- Author, broker-management tutorials and whitepapers
- Creator, online help style guide
- Company closed after attack on Trade Center 9/11/2001

IMAGELINKS, Melbourne, FL **June 2000 – Dec 2000**  
**Contract Technical Writer**

- Designer, administrator, web site for satellite-sensing / image-manipulation software collaboration

INFORMIX SOFTWARE, Menlo Park, CA **Jan 1996 – Nov 1999**  
**Senior Technical Writer**

- Author, access-method API references
- Author, database server administration console online help
- Author, Unix and Linux server installation guides.
- Repurposer, FrameMaker SQL Manual to XML

**Consulting positions (further information available upon request)** **1991 – 1995**

- Documentation Repurpose Expert, 3Com, Santa Clara, CA
- Language Manual Writer, Red Pepper, San Mateo, CA
- OS2 Online Help Writer, IBM Boca Raton, FL

SOUTH FLORIDA WATER MANAGEMENT DISTRICT, West Palm Beach, FL **Oct 1987 – Oct 1990**  
**Technical Trainer**

- Curriculum developer, all computer-related courses in multiple operating systems environment.
- Needs Analysis and trainee follow-up sessions.
- Classroom training, video training and on-site training around South Florida.

CASI RUSCO, Boca Raton, FL **Jan 1983 – Sept 1987**  
**Publications Manager**

- Author, facilities security planning guides
- Author, security system hardware installation manuals
- Author, end-user software instructions manuals
- Author, functional specification marketing documents
- Managed CAD design personnel

## **EDUCATION**

BARUCH COLLEGE, NY  
MBA, Computer Methodology **1978**

GEORGE WASHINGTON UNIVERSITY, Washington DC  
BS, Education **1968**

SESSIONS COLLEGE OF PROFESSIONAL DESIGN, AZ  
Web Design Certification **2014**

ASHWORTH COLLEGE, Norcross, GA  
Professional Degree, Substance-Abuse Counselor **2016**

PhD, Educational Technology **Current**  
KEISER UNIVERSITY, West Palm Beach, FL

Please visit my website for samples of my work, <http://knottknows.info/>